

Appendix one: Comparison of 2017/18 Statement Performance Expectations (SPE) Performance Measures against 2018/19 Performance Measures

Removed

Output Class	Output Subclass	2017/18 Measure #	Performance Measure Name	Rationale for removal	Comment	Actual 2016/17	Performance Standard 2017/18
1	1.1	1.1(1)	The proportion of survey respondents who agree or strongly agree that NZQA's response time met their expectations	This measure has now been reviewed for clarity and confirmation and will be retired in the 2018/19 Statement of Performance Expectations and a fuller suite of customer SPE measures will be developed for 2019/20.	NZQA internal initiation	New Measure	85%
2	2.3	2.3(8)	The percentage of formal complaints alleging breaches of the Code of Practice that are formally reconsidered, where the original decision is upheld	Not a meaningful measure as there have been no formal requests for reconsideration since the measure was first introduced in 2016/17.	NZQA internal initiation	100%	80%
3	3.1	3.1(1)	The number of NZQA-owned standards maintained	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation, supported by MoE	829	Volume is demand-driven
3	3.1	3.1(3)	The percentage of NZQA-owned standards submitted for quality assurance registered following no more than two quality assurance cycles	Quality Assurance Division have changed their processes and no longer perform more than one Quality Assurance cycle. Therefore, this measure is not relevant.	NZQA internal initiation	100%	90%
3	3.1	3.1(4)	The number of credits assessed by accredited TEOs and put on to learners' transcripts	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation, supported by MoE	10,626,151	Volume is demand-driven
3	3.1	3.1(6)	The percentage of results for assessment standards reported by accredited TEOs put onto learners' transcripts within two working days	3.1(5) and 3.1(6) are similar measures based on the same data. 3.1(5) "average days processing time" includes all data and is a better reflection of the customer's experience. It also fits better with the continuous improvement model as monthly figures are better able to be compared since we are using all the data. Audit NZ and the Ministry of Education raised no issues with this.	NZQA internal initiation	99.70%	98%
3	3.1	3.1(7)	The number of qualification certificates issued to learners	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation, supported by MoE	82,471	Volume is demand-driven
3	3.1	3.1(9)	The percentage of qualification certificates dispatched to learners within five working days	3.1(8) and 3.1(9) are similar measures based on the same data. 3.1(8) "average days to dispatch" includes all data and is a better reflection of the customer's experience. It also fits better with the continuous improvement model as monthly figures are better able to be compared since we are using all the data. Audit NZ and the Ministry of Education raised no issues with this.	NZQA internal initiation	99.40%	98%

Output Class	Output Subclass	2017/18 Measure #	Performance Measure Name	Rationale for removal	Comment	Actual 2016/17	Performance Standard 2017/18
3	3.2	3.2(1)	The number of qualifications recognised and then benchmarked against the NZQF	Measures 3.2(1) - 3.2(5) were removed as part of a review of all performance measures in this output subclass. These measures were considered to no longer be relevant or meaningful and were replaced with two new measures 3.2(1) and 3.2(2) in the 2018/19 SPE.	NZQA internal initiation	20,293	Volume is demand-driven (estimate 14,000–18,000)
3	3.2	3.2(2)	The number of applications processed for International Qualifications Assessment and Recognition	Measures 3.2(1) - 3.2(5) were removed as part of a review of all performance measures in this output subclass. These measures were considered to no longer be relevant or meaningful and were replaced with two new measures 3.2(1) and 3.2(2) in the 2018/19 SPE.	NZQA internal initiation	15,007	Volume is demand-driven (12,000–16,000)
3	3.2	3.2(3)	The percentage of qualifications subject to external corroboration from two sources regarding the legitimacy of the qualification	Measures 3.2(1) - 3.2(5) were removed as part of a review of all performance measures in this output subclass. These measures were considered to no longer be relevant or meaningful and were replaced with two new measures 3.2(1) and 3.2(2) in the 2018/19 SPE.	NZQA internal initiation	100%	100%
3	3.2	3.2(4)	The percentage of standard applications evaluated within 35 working days (exclusive of any verification delays)	Measures 3.2(1) - 3.2(5) were removed as part of a review of all performance measures in this output subclass. These measures were considered to no longer be relevant or meaningful and were replaced with two new measures 3.2(1) and 3.2(2) in the 2018/19 SPE.	NZQA internal initiation	99.40%	96%
3	3.2	3.2(5)	The percentage of fast track applications evaluated within 20 working days (exclusive of any verification delays)	Measures 3.2(1) - 3.2(5) were removed as part of a review of all performance measures in this output subclass. These measures were considered to no longer be relevant or meaningful and were replaced with two new measures 3.2(1) and 3.2(2) in the 2018/19 SPE.	NZQA internal initiation	99.80%	96%
4	4.1	4.1(1)	The number of standards examined and assessed as part of the external assessment systems of the NCEA	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation	287	Volume is demand-driven (estimate 270–330)
4	4.3	4.3(1)	The number of subjects examined and assessed for New Zealand Scholarship	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation, supported by MoE	35	Volume is demand-driven (estimate 30–40)
4	4.4	4.4(1)	The number of Managing National Assessment reports completed	Removing quantity/volume-based measures as they only provide contextual information and do not demonstrate organisational performance. We will continue to track them internally to provide context when interpreting performance results for SPE measures. Reinforced by MoE advice that activity measures are not measuring quality or customer trust and confidence.	NZQA internal initiation, supported by MoE	155	130–170

Changed performance measures

Output Class	Output Subclass	2017/18 Measure #	2018/19 SPE #	Performance Measure Name	Amended measure	Rationale for amendment	Comment	Actual 2016/17	Performance Standard 2017/18
2	2.1	2.1(3)	2.1(3)	The percentage of EER reports completed and sent to all types of TEOs within 30 working days of the site visit	The percentage of <i>draft</i> EER reports completed and sent to all types of TEOs within 30 working days of the site visit	Added the word 'draft' to more accurately reflect what is measured.	NZQA internal initiation	95%	90%
3	3.1	3.1(8)	3.1(3)	Average days to dispatch qualification certificates to learners	Average <i>working</i> days to dispatch qualification certificates to learners	Replaced 'days' with 'working days' to more accurately reflect what is measured.	NZQA internal initiation	0.7 days	<2 days

Changed performance standards

Output Class	Output Subclass	2017/18 Measure #	2018/19 SPE #	Performance Measure Name	Current Performance Standard (2017/18)	New Performance Standard (2018/19)	Rationale for changing the performance standard	Comment	Actual 2016/17
2	2.1	2.1(1)	2.1(1)	The number of external EERs undertaken of Tertiary Education Organisations (non-university) (TEOs)	120	110	The performance standard has reduced due to the number of PTEs reducing meaning there are progressively fewer organisations to review each year.	NZQA internal initiation	136
2	2.1	2.1(4)	2.1(4)	The number of NZ qualifications to undergo a consistency review	Approximately 40	Approximately 60	Increased uptake of NZ qualifications. Exact number not available in advance, but will be over 50.	NZQA internal initiation	40
2	2.1	2.1(5)	2.1(6)	The percentage of TEOs that seek reconsideration of consistency review results where the original decision is upheld	80%	90%	Target increased, so it is consistent with measure 2.1(2)'s target.	Audit initiation	No reconsideration requests received
2	2.1	2.1(8)	2.1(8)	The percentage of declined applications that are reconsidered where the original decision is upheld	80%	90%	Increased performance standard due to performance being at 100% in 2016/17.	Audit, MoE initiation	100%
2	2.1	2.1(9)	2.1(9)	The percentage of applications at Levels 1–6 processed to a decision within 45 working days	97.50%	98%	Slight increase in performance expectation due to an overall increase in productivity within the team.	NZQA internal initiation	New Measure
2	2.3	2.3(2)	2.3(2)	The number of Code signatories	Volume is demand-driven (estimate 1,040)	Volume is demand-driven (estimate 1,000)	Adjustment made to estimate to reflect current demand.	NZQA internal initiation	1,008
2	2.3	2.3(3)	2.3(3)	The percentage of newly registered Code signatories processed within a 45-working day timeframe upon receipt of an application	90%	95%	Increased to provide a stretch target for the team.	NZQA internal initiation	New measure
2	2.3	2.3(4)	2.3(4)	The percentage of declined Code signatory applications that are reconsidered, where the original decision is upheld	80%	90%	Performance Standard increase due to 100% result in 2016/17.	Audit, MoE initiation	100%
4	4.1	4.1(4)	4.1(3)	Access time of less than 5 seconds, from the NZQA learner Login page to the learner's results page, on NCEA Results Release day, once results are made available by NZQA	80%	90%	The performance standard was increased to 90% due to the result for the 2017/18 financial year being 99.3%	Audit initiation	69.20%

New performance measures

Output Class	Output Subclass	2018/19 SPE #	Performance Measure Name	Performance Standard 2018/19	Rationale for no change, amendment, or removal	Comment	Performance Standard 2017/18
3	3.2	3.2(1)	Percentage of international qualification recognition products that meet their service level agreement	95%	<p>This new measure will:</p> <ol style="list-style-type: none"> 1. meet a requirement to have a flexible enduring measure (that is relevant and meaningful) of service delivery to our customers that is adaptable to current and future product reviews 2. address stakeholder feedback received to focus on both products and service 3. meet the Future State Portfolio Office's drive to improve benefits measures for projects being undertaken 4. meet a drive from SMT to improve ratings in NZQA's Voice of the customer survey related to customer perceptions about our response times. <p>Product delivery cycle times will drive the performance of this measure and the underlying product delivery time data for the measure will change as new products are developed.</p>	NZQA internal initiation	New Measure
3	3.2	3.2(2)	Percentage of international qualification assessments that comply with principles, policies and procedures which underpin the agreed service level agreement	95%	<p>This measure provides meaningful information on the percentage of evaluations that comply with principles, policies and procedures which underpin the agreed service level agreement.</p>	NZQA internal initiation	New Measure